



Statewide Database Standards are Key



- Comprehensive Community Resource Database
(i.e. – Kent County 2-1-1 database = 1,000+ public, non-profit & faith based agencies with 4,000+ services)
- Indexed consistently – National AIRS Infoline taxonomy
- Updated continuously (annual minimum requirement for each record)
- Provide data on community needs & unmet needs



Value – Improved Access

- Provides highly visible, centralized, neutral source for health and human service information for older adults and families
- 2-1-1 is able to reach constituents who are calling for other basic needs (food, clothing, shelter) and connect them to a continuum of services
 - A May 12, 2004 article, of the Battle Creek Enquirer article cites the value of 2-1-1 for a minimum wage working mother of 3 unable to afford health insurance,
"She said she learned of MI-Child after calling 2-1-1"



Outcome



- Make constituent access to health and human services easy, efficient and more responsive
- Free up funding for health & human services by avoiding duplication of outreach efforts and database maintenance
- Provide real time data on community needs



Value - Prevention

- Easy access connects people with services before a problem becomes a costly crisis
- Statewide health campaigns activated through 2-1-1, for example:
 - FitCity campaign fights obesity in Indianapolis with 2-1-1 see <http://www.fitcity.info/>
 - Connecticut 2-1-1 is response point for breast cancer detection and teen pregnancy prevention media campaigns



Value – State Worker Relief

- Provide initial screening mechanism eliminating time spent on individuals who don't qualify for services
- Reduce caseworker load by providing referral source for services outside the agency service scope
- Provide each caseworker with a quality database of all health and human services (public, private, faith based) in any local community



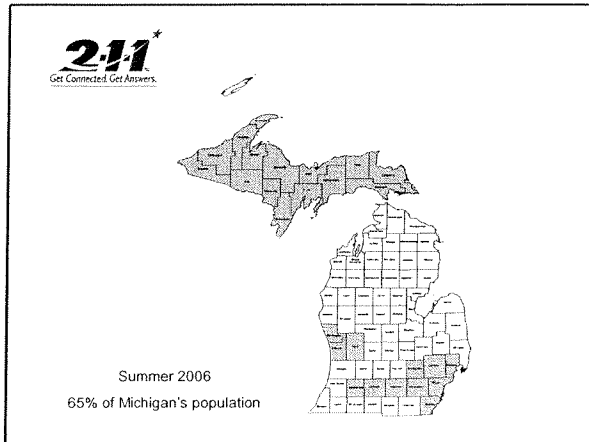
Status of 2-1-1 in Michigan



Value – Emergency Management & Recovery Communication

- Provide consistent statewide public communication - Public Health Security and Bioterrorism Preparedness Response Act of 2002 designates 2-1-1 as an eligible use of funding
- "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"
National Governor's Association
- "2-1-1 was our public communication and coordination link for county wide hurricane relief efforts. 2-1-1 greatly expanded our capacity to meet critical needs of evacuees and harness the willingness of folks who wanted to help."
Loren Snippe, Director - Ottawa County DHS



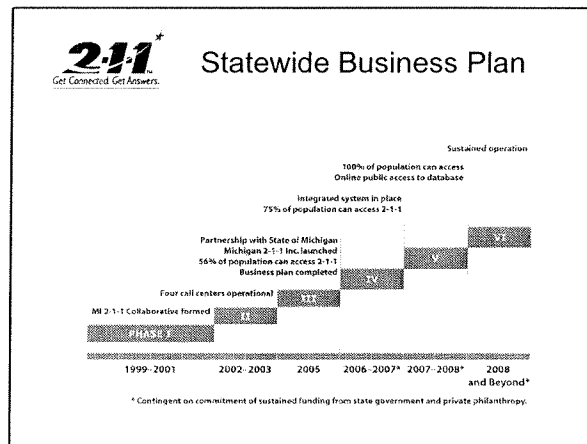
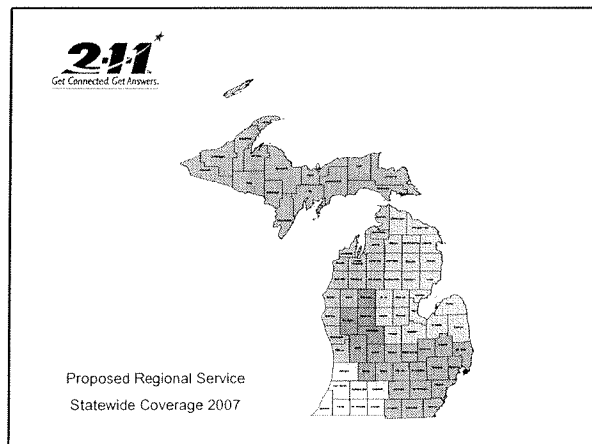


2-1-1
Get Connected. Get Answers.

Statewide Business Plan

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Total Regional Call Center	6,649,421	7,467,027	8,244,697	8,572,700	8,956,609	39,890,454
State Office	454,850	582,465	616,561	627,575	639,012	2,920,463
Telecommunications	250,000	250,000	500,000	500,000	500,000	2,000,000
Total Operating Costs	7,354,27	8,299,492	9,361,258	9,700,275	10,095,621	44,810,917

Proposed Funding:
 Startup – Michigan's Foundation Community
 Local United Ways and nonprofits 50%
 State of Michigan 50%





State of MI Cost Benefit Study

From Senate Bill 272, §584:

"The Department of Information Technology shall coordinate a study with the Department of Human Services, the Department of community Health, the Department of Labor and Economic Growth, the Department of Education, and the Department of State Police identifying all information and referral services for state government, including, but not limited to, 1-800 help lines. The report will summarize the purpose, scope, and cost of each service and identify potential cost savings to the state of Michigan through the shared use of 2-1-1. The 2-1-1 number is the 3-digit dialing code designated by the federal communications system for health and human service information and referral. The report shall be delivered to the Senate and House appropriations subcommittees on general government by no later than April 7, 2006."

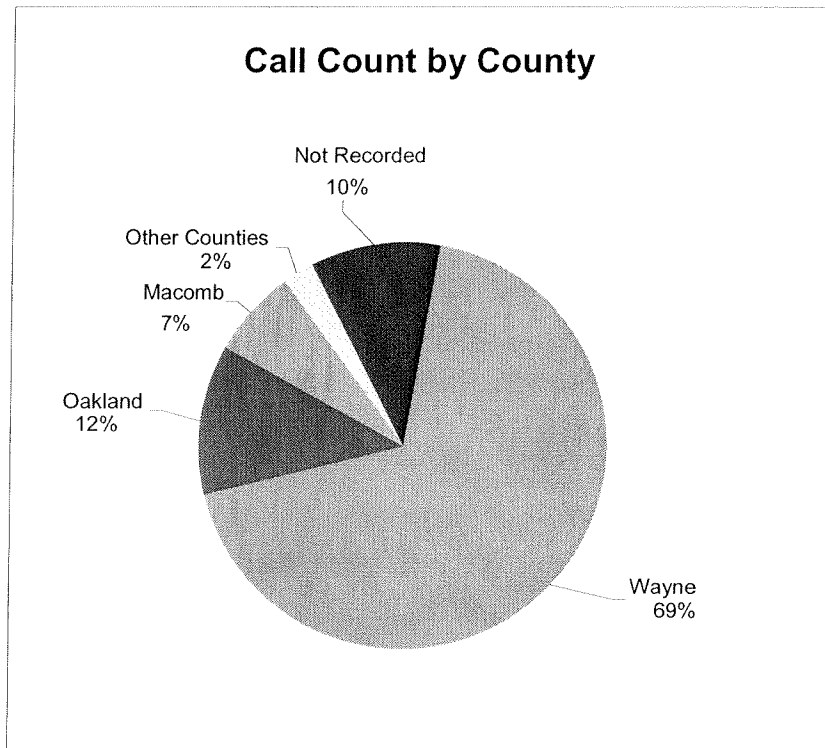


Outcome



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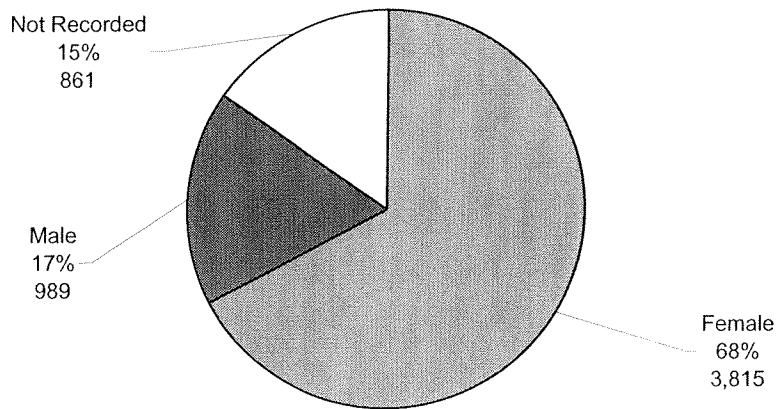
Monthly Report – January 2006



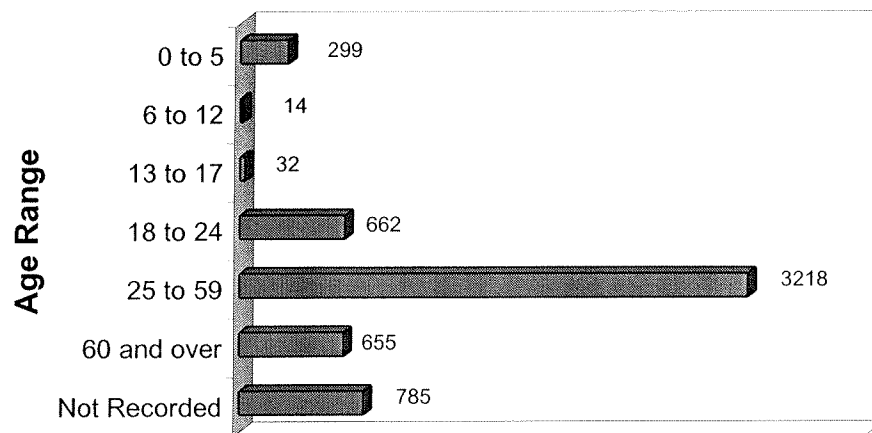
County	January 2006	Percent of Total	County Population	Percent of County Population
Wayne	3,873	68%	2,016,202	.002
Oakland	682	12%	1,213,339	.001
Macomb	393	7%	822,660	.001
Other Counties	140	3%		
Not Reported	577	10%		
Total Answered	5,665	94%		
Abandoned/Lost Calls	391	6%		
Total Calls	6,056	100%		
YTD	Total Answered	Abandoned/Lost	Total Calls	
	5,665 94%	391 6%	6,056 100%	

Monthly Report – January 2006

Calls by Gender

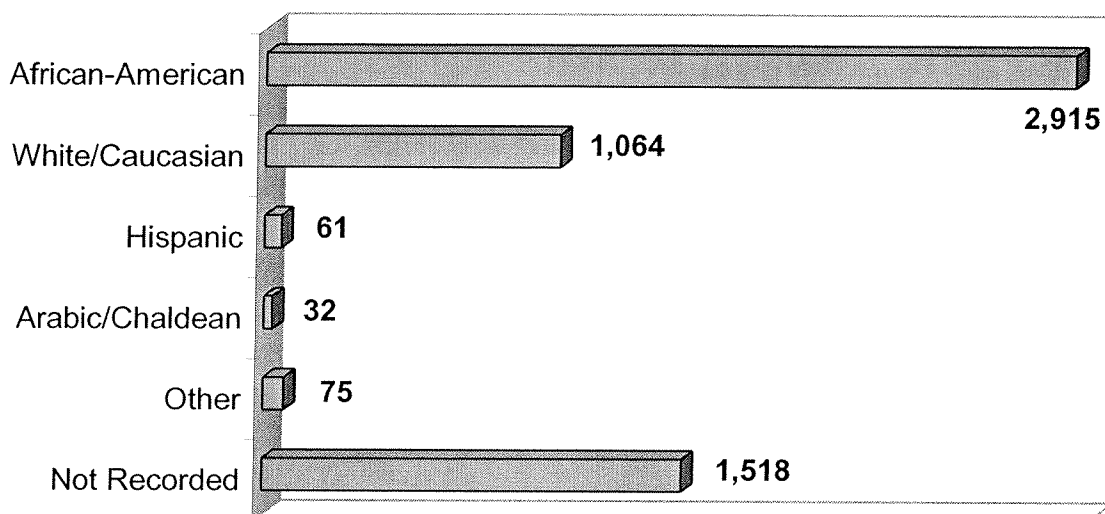


Calls by Age Range

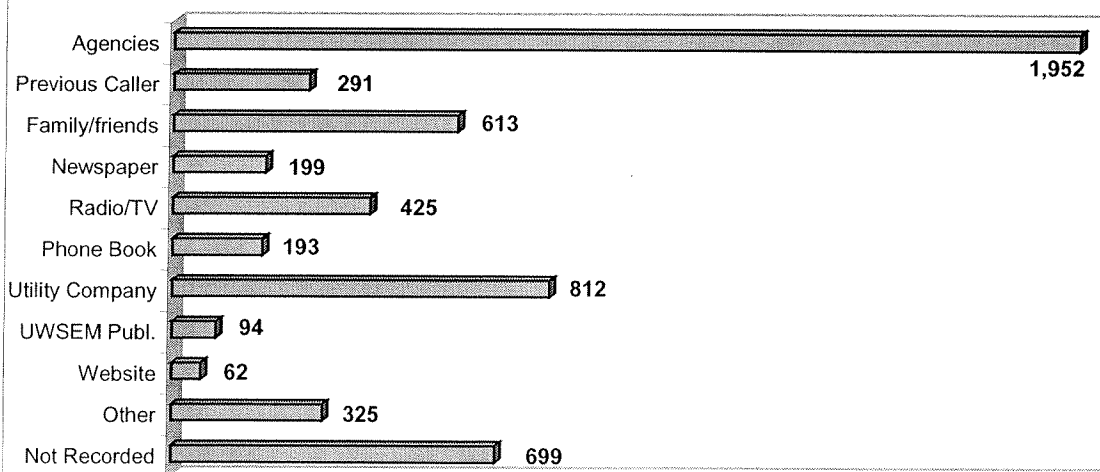


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Calls by Ethnicity



Referred by Source



Monthly Report – January 2006

Top 20 Service Requests

Wayne	Rank	#	%
Utility Assistance	1	2,272	38
Food Pantry	2	286	5
Rent	3	244	4
Information Only	4	136	2
Clothing	5	128	2
Weatherization	6	125	2
Job Search	7	108	2
Furniture/Appliances	8	104	2
Mortgage Payment	9	88	2
Home Rehab/Repair	10	87	2
Legal Aid	11	84	1
Temp. Financial Asst.	12	83	1
VITA Program Sites	13	71	1
Homeless Shelters	14	59	1
Clinics/Med. Assistance	15	49	1
Prescription Asst.	16	39	1
Dental Care	17	36	1
Counseling Services	18	28	1
Volunteer Opportunities	19	25	1
Transportation	20	24	1

Oakland	Rank	#	%
Utility Assistance	1	146	29
Food Pantries	2	68	14
Legal Aid	3	28	6
Temp. Financial Asst.	4	28	6
Information Only	5	25	5
Housing	6	24	5
Prescription Asst.	7	20	4
Mortgage Payment	8	20	4
Shelters	9	19	4
Job Search	10	18	4
Volunteer Opportunities	11	17	3
Dental Care	12	17	3
Furniture/Appliances	13	15	3
Clothing	14	15	3
Clinics/Med. Assist.	15	8	2
Transportation	16	6	1
Rent	17	5	1
Donations	18	5	1
Counseling Services	19	5	1
Home Repair/Rehab	20	5	1

Macomb	Rank	#	%
Utility Assistance	1	56	14
Rent	2	43	11
Food Pantries	3	29	7
Job Search	4	21	5
Shelters	5	15	4
Temp. Financial Assist.	6	12	3
Adult/Child Mentoring Programs	7	10	3
Legal Aid	8	7	2
Mortgage Payment	9	7	2
Clothing	10	7	2
Prescription Assist.	11	6	2
Ramp	12	5	1
Volunteer Opportunities	13	5	1
Clinics/Med. Assist.	14	4	1
Weatherization	15	3	1
Home Repair/Rehab.	16	3	1
Medical Transportation	17	3	1
Child Care Assistance	18	3	1
Information Only	19	2	1
Dental Care	20	2	1

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Top 20 Referrals Provided

Wayne	Rank	#	%
T.H.A.W. Sites	1	2,043	21
Michigan Dept. of Human Services	2	1,563	16
Mother Waddles Perpetual Mission	3	944	10
Salvation Army	4	790	8
St. Vincent de Paul	5	769	8
ACCESS	6	439	4
Child Care Coord. Council of Det/Wayne	7	425	4
Wayne Metro	8	286	3
Mich. Dept. of Labor	9	189	2
Detroit Dept. of Human Services	10	187	2
DTE Energy	11	151	2
Crossroads of Michigan	12	128	1
Detroit Area Agency on Aging	13	127	1
Lighthouse Mission	14	122	1
UWSEM (ramps/publications)	15	120	1
Legal Aid and Defender	16	118	1
Wayne County Neighborhood Legal	17	115	1
Jewish Vocational Svcs	18	111	1
Capuchin Soup Kitchen	19	88	1
Wayne County V.A.	20	67	1

Oakland	Rank	#	%
T.H.A.W. Sites	1	505	17
Michigan Dept. of Human Services	2	382	13
Mother Waddles Perpetual Mission	3	341	11
St. Vincent de Paul	4	303	10
Salvation Army	5	288	10
Child Care Coord. Council of Det/Wayne	6	153	5
Wayne Metro	7	67	2
Lighthouse Emergency Services	8	62	2
ACCESS	9	47	2
UWSEM (ramps/publications)	10	46	2
DTE Energy	11	43	2
Children and Youth Initiative of Det/Wayne	12	33	1
Legal Aid and Defender	13	33	1
Lighthouse Mission	14	25	1
Mich. Dept. of Labor	15	18	1
Wayne County Neighborhood Legal	16	18	1
Crossroads of Michigan	17	16	1
Area Agency on Aging 1B	18	15	1
Detroit Dept. of Human Services	19	15	1
O.L.H.S.A.	20	15	1

Macomb	Rank	#	%
T.H.A.W. Sites	1	492	20
Mother Waddles Perpetual Mission	2	370	15
Michigan Dept. of Human Services	3	351	15
St. Vincent de Paul	4	296	12
Salvation Army	5	294	12
UWSEM (ramps/publications)	6	65	3
Lighthouse Emergency Services	7	62	3
Wayne Metro	8	49	2
ACCESS	9	44	2
Children and Youth Initiative of Det/Wayne	10	33	1
Legal Aid and Defender	11	25	1
Lighthouse Mission	12	18	1
Detroit Rescue Mission	13	18	1
Mich. Dept. of Labor	14	18	1
Wayne County Neighborhood Legal	15	16	1
Crossroads of Michigan	16	15	1
Detroit Dept. of Human Services	17	15	1
O.L.H.S.A.	18	12	<1
Wayne County V.A.	19	12	<1
Coalition on Temp. Shelter	20	11	<1

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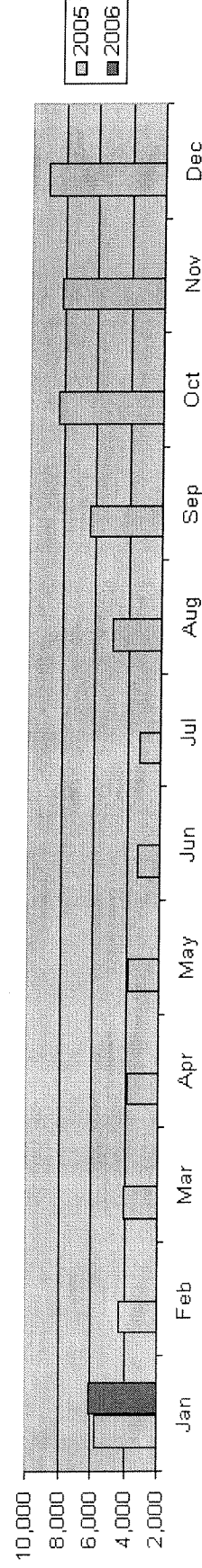
Call Activity	Jan 05	Jan 06	Goal	Activity by Shift		
				7am-5pm	5pm-10pm	10pm-7am
Calls Answered	4,327	5,665	n/a	4937	481	247
Calls Abandoned	1,442	391	n/a	333	25	33
Total Calls	5,769	6,056	n/a	5,270	506	280

Answered %	75%	94%	90%			
Abandoned %	25%	6%	10%			

Average length of call	n/a	5:05	<6 mins			
Average answer delay	n/a	15 secs	<60 sec			

Quality Assurance		Actual Goal	
Average Monitoring Scores			
Individual	n/a	90%	>85%
Peer Review	n/a	90%	>85%

Calls Received



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2005	5,769	4,334	4,065	3,898	3,887	3,361	3,288	4,951	6,314	8,316	8,163	9,030	65,376
2006	6,056												
% Change	5%												

United Way 2-1-1 is a partnership between United Way for Southeastern Michigan, Neighborhood Service Organization, The Information Center, Inc., The Detroit Public Library, Macomb Crisis Center and Common Ground Sanctuary. Additional information regarding this report or United Way 2-1-1 services can be requested by emailing doug.plant@uwsem.org or by calling (313) 226-9411.